

FORMAL LETTERS / BUSINESS LETTERS
(6 Marks, Max.words 150)

Types:

Letter to the Editor, Orders, Complaints, Asking for & Giving Information (Enquiry)

Job Application (with CV) and replies, ~~Application to school authorities.~~

General Instructions:

- Sometimes no word limit is specified in the question paper
- The word limit does not include the date, addresses, salutation or subscription
(80-100 for letters asking for info, placing orders, complaints; 125-150 for letters to editor on social issue; letters with resume need your discretion)
- Remember there is a TIME LIMIT for the entire paper

Format Order:

Sender's address, receiver's address, date, subject, salutation, complimentary close

Format - Tips

- Take care to include all the items in the format
- The date may be written between the addresses
- The SUBJECT can be written either before or after the Salutation (Sir)
- Avoid punctuation in the address
- 'Sir' and 'Yours faithfully / sincerely / truly' should not be followed by a comma
- Leave lines between all the items so nothing is overlooked by the examiner

Points for Salutation & Subscription

1. Letter to the Editor: Sir & Yours truly
2. Formal Letter: Sir & Yours faithfully
3. Formal Letter: Dear Sir or Dear Ms. XYZ & Yours sincerely

Format – Date & SUBJECT

- Date is written like this: 15 March 2019
- SUBJECT may be written in CAPITALS for neat presentation – like this:

SUBJECT: BAD ROADS AND POOR STREET LIGHTING IN PITAMPURA

- Keep your subject short and crisp – not more than 7-8 words - MAX

Use words like 'COMPLAINT REGARDING' & 'COMMENT ON' and 'ENQUIRY REGARDING', 'PLACING ORDER FOR' so that the examiner knows your letter is relevant to the question

Content - Ideas for Starting

- Give yourself a readymade start – remember this is creative writing
- Example (COMMENT ON STATE OF INDIAN SPORTS):

'I read with interest Mr. Sachin Gavaskar's article on the state of Indian sports and I fully agree with his views

OR

'I am of the opinion that he has been too harsh towards the sports persons.

- This gives you a chance to write a letter on the topic with the help of an imaginary article that you read.
- This is just a helpful tip – in case you are stuck for ideas on how to begin.
- You can use this to comment on the state of the roads in your locality, Indian politics, etc.

■ Example (COMPLAINT REGARDING DEFECTIVE WASHING MACHINE):

"This is with reference to a defective washing machine (Model no 23212) that I purchased from your dealers 'Messrs Poredeal Ltd' on 1 March 2019."

OR

"This is to complain about a defective washing machine (Model no 23212) that I purchased from your dealers 'Messrs Poredeal Ltd' on 1 March 2019."

■ Example (PLACING ORDER FOR BOOKS FOR SCHOOL LIBRARY):

"This is with reference to my visit to your shop on 1st March 2019 regarding new books for our school library. After having gone through the brochure that you so kindly supplied I am pleased to place an order for the following books for our school library."

Content – Ideas

- Divide your letter (body) into three parts
- The first paragraph should contain the main idea – use the data given in the question
- The second paragraph comments on the main issue – have at least three good points
- The third paragraph may contain suggestions / Ideas for improvement / a plea to the concerned authorities to wake up, etc

SAMPLE LETTER TO THE EDITOR
(6 marks, 150-200 suggested word limit)

Q. Write a letter to the Editor of The New Indian Express drawing attention of the concerned authorities to the poorly maintained SUBWAYS in Delhi. Give your suggestions. You are Naina/ Nikhil living in C-105 Safdarjung Development Area.

C-105 Safdarjung Development Area

New Delhi

10 February 2019

The Editor
The New Indian Express
New Delhi

SUB:- MISUSED AND POORLY MAINTAINED SUBWAYS

Sir

Through the columns of your esteemed paper, I wish to draw the attention of the concerned authorities towards the condition of subways in the city and firmly hope will do something to improve their condition.

The subways are meant for the convenience of the public but they are so poorly maintained that the public can hardly use them. Almost all the lights in the subways are out of order, as a result, the subways are very poorly lit. They have become a haven for all kinds of criminals and bad characters. Moreover, some of the subways are being used by people themselves. They have established their shops there. These encroachments do not let people pass through them. And all this is happening under the very nose of the police. Also most of the subways are not properly swept. People of the area throw garbage there. Heaps of garbage keep lying there for days and passersby find it inconvenient to use them for crossing. They have to use the main road for crossing which causes a lot of obstruction to the traffic on the roads.

I hope this grievance will reach the ears of the concerned authorities and immediate action is taken by them. The police must be more vigilant and unnecessary encroachment should not be allowed. The authorities must ensure that the subways are always well maintained and adequately lit and a policeman is on duty for the safety of the passersby. Subways are meant for the convenience of the public and should remain so.

Yours truly

Nikhil

(A concerned citizen)

PRACTICE LETTERS TO THE EDITOR

Word Limit (Content of the letter) 150 - 200 words (6 marks)

Write letters to the Editor on the following issues:

- 1) Modernizing Delhi
- 2) The Role of Advertisement
- 3) Cell phone nuisance among children
- 4) Communal Harmony is essential for progress
- 5) Politicians are always associated with scams
- 6) The "feel good factor" is just an election stunt
- 7) The role of the media in modern times.
- 8) Care for the Aged
- 9) Crime Prevention

JOB APPLICATION

COVERING LETTER (Value Points)

1st para :- With reference to your advt..... mention post (name of the newspaper)

2nd para:- Mention

- your qualifications in brief
- a summary of your achievements
- your experiences, in brief in your present job.

3rd para:- Mention

- your desire to join the new institution
- your emotional traits that make you suitable for the post
- the notice period.

Mention - Name, date of birth, gender, telephone number, address, marital status, nationality, E.mail ID, academic qualifications, professional qualifications, hobbies, current salary, expected salary and references.

Sample Answer

Ques You are Anil Kumar. You wish to apply for the post of Vice-Principal in DAV Public School Pitampura. Write a letter to the Principal applying for the job. Your letter should be accompanied by a Bio-Data.

ABC House
PQR Street
XYZ City

22 March 2019

The Principal
DAV Public School
Pitampura

SUBJECT: APPLICATION FOR POST OF VICE-PRINCIPAL

Sir

This is with reference to your advertisement in The Employment News dated 20 March 2019 for the post of Vice-Principal in your esteemed institution. I wish to apply for the same.

With over a decade of experience in imparting quality education to senior students, I have also handled the charge of the Science department in my present school for the past seven years. I have been a part of the Teacher's Association and School activities and have hosted many inter-school events. I have also organized various science fairs and have guided students through various interschool competitions. Although my main background is in Physics, I am also good at computers and have

prepared power Point Presentations for Smart Classes. Management of students, implementing strict discipline and inculcating in them the right values and pride for the institution has always been my forte.

I request you to go through the detailed account of my academic achievements and my career graph. I look forward to a meeting with you so that I can join your prestigious institute in the capacity of Vice-Principal. I must also mention that I need to give three months' notice in case I resign from my current job.

Yours faithfully,

Sd/- (signature).

Anil Kumar

Enclosed: (V. Imp).

1. Bio data

2. Attested Certificates (4)

3. Testimonials (2)

BIODATA

- i. NAME : Anil Kumar
- ii. DATE OF BIRTH : 31st January 1970
- iii. ADDRESS : ABC House
PQR Street
XYZ City
- iv. GENDER : Male
- v. MARITAL STATUS : Married (With one child)
- vi. ACADEMIC QUALIFICATIONS :

S. No.	Examination	Institute	%	Year of Passing
1	Class XII	Govt Sr. Secondary School Jhansi	88	1987
2	B. Sc.	DAV College Jhansi	76	1990
3	M. Sc.	Jhansi University	89	1992
4	B. Ed.	DAV Teachers Training college Jhansi	93	1994

vii. PROFESSIONAL EXPERIENCE:

S. No.	Post	Institute	Period of Service	Reason For Leaving
1	Junior Science Teacher	Clayton Junior School Jhansi	1994-1995	Better Prospects
2	Middle School Science Teacher	Laxmi Public School	1995-1997	Promotion
3	Head Science Department	Laxmi Public School	1997 – till date	Better Prospects

viii. HOBBIES : Stamp Collecting, Reading, Coin Collecting

ix. ACHIEVEMENTS: President, Students Council in school.

x. CURRENT SALARY : Rs 20,000 per month

xi. EXPECTED SALARY : Negotiable

xii. REFERENCES :

a. Mr. DEF,
Principal
Laxmi Public School
Jhansi.
Phone:000222

b. Mrs. GHI,
Head Mistress
Clayton Junior School
Jhansi
Phone: 222000

xiii. TESTIMONIALS:

a. Mr ABC
Director,
Laxmi Public School
Jhansi.
Phone:000222

b. Mr XYZ
Managing Director
Laxmi Public School
Jhansi.
Phone:000222

Assignment:

- 1) You have just seen an advertisement for the post of Physical Training Instructor in a reputed school. Draft an application along with a Bio Data.
- 2) You have just completed your MD in Pediatrics. Write an application that you will send to a hospital that has advertised a few posts. Enclose a bio data too.
- 3) You wish to apply for the post of Senior Manager in a reputed pharmaceutical company. Write a letter of application along with a bio-data.
- 4) You wish to apply for the post of Sales Rep in a leading car components manufacturing company. Write a letter of application along with a bio-data.
- 5) You wish to apply for the post of Senior Reporter in a national daily. Write a letter to the Personnel Manager of The Indian Times applying for the job. Enclose a bio-data as well.

BUSINESS LETTERS**(6 Marks/ 150 Words)****LETTER OF ENQUIRY****SAMPLE:**

Write a letter to the Director of the British Council enquiring about certain courses run by them during the winter vacations.

A 20 Aurobindo Marg
New Delhi-1.

18 April 2019

The Director
British Council
12 Kasturba Gandhi Marg
New Delhi-1.

SUBJECT : INFORMATION ABOUT COURSES

Sir

This is with reference to your advertisement in the Times of India, dated 12 April 2019 about certain courses. I have heard a lot about the courses offered by the British Council. I am a student and would like to join them during my winter vacations. I am especially interested in the 'Creative Writing Course' and the 'Effective Communication Course'.

I would like to know the course fees and the timings. How many students are generally there in each batch? Can one join more than one course at the same

time? Is there any certificate provided at the end? Do you have guest faculty visiting the British Council? Do you also have a language lab for language courses.

Kindly provide this information and send a brochure along with other details.

Yours faithfully

Sd/-

XYZ

Enclosed:- Self addressed envelope

PRACTICE LETTERS OF ENQUIRY

- 1) You are interested in some short term course in Public Speaking Write a letter to The Director, ABC School of Personality Development, inquiring about some relevant details regarding the course.
- 2) You are planning a trip to a hill station during the summer vacations. Write a letter to a travel agent making relevant enquiries.
- 3) As the Sports Secretary of your school, write a letter to the Secretary of the Sports Authority of India, enquiring about details regarding the sports scholarships that are available for the students.
- 4) You came across an advertisement of Shiamak Davar's dance courses in the newspapers and are interested in joining them. Write a letter enquiring about the relevant details.
- 5) You have come across advertisements of package tours to Europe offered by a reputed travel agency. Write a letter asking about details.
- 6) You are interested in purchasing a house in Gurgaon. Write a letter to a real estate agent asking for details such as the prevailing rates, prime locations, facilities offered etc.
- 7) You are Kanika / Nipun, a Class XII student of DAV Public School, Pitampura. You are the Secretary of the History Club of your school. The members of your club wish to go on a cultural tour of Jaipur. Write a letter to the Director, Rajasthan Tourism asking for information regarding special tour packages for students. Make enquiries about accommodation, transport, cultural and recreational activities, etc.

SAMPLE LETTER OF COMPLAINT (1)

You are Arun Kumar. You had purchased a music system from a reputed show-room but within a week of the purchase it has started giving trouble. Write a letter of complaint to the shop asking for action to be taken to rectify the situation.

A-10 , Aurobindo Marg
New Delhi

20 April 2019

The Manager
Neeru Electronics
Yusuf Sarai
New Delhi

SUBJECT: COMPLAINT REGARDING MUSIC SYSTEM

Sir

This is to bring to your attention that I had purchased an LG music system model no. LN2583 on 14 April 2019 vide receipt no.2431 from your showroom which is reputed for its electronic items.

I would like to inform that within a week of purchase it has started giving me trouble. Though it has a woofer, the sound is muffled and if the volume is turned up it gets worse. The system comes with a three CD changer but sometimes it gets stuck. I am extremely disappointed as this was a costly purchase but the bargain has turned out to be dissatisfactory. I cannot use the music system without causing inconvenience to my neighbours as it gets too loud when the volume is turned up. Also, the prompt service that one is assured of seems to be mere lip service as no action has been taken in spite of repeated complaints in the form of calls and letters to your office.

Since a satisfied customer is your company's motto, it is expected that prompt action will be taken by you and have the piece changed at the earliest.

Yours faithfully

Sd/-

Arun Kumar

Enclosed:

1. Photocopy of receipt no. 2431
2. Photocopy of Warranty Card

PRACTICE ASSIGNMENT (6 Marks/ 150 Words)

1. Your colony is new and lacks basic amenities like, effective drainage system and poor road lights. Write a letter to the local authorities complaining about this.
2. Write a letter to the Commissioner of Police complaining about the misuse of loud speakers in your locality.
3. Write a letter of complaint about a new electricity meter installed in your house.
4. You have just taken a new cable connection but are facing various problems. Write a letter to your neighborhood cable network provider complaining about the same.
5. You have just taken the yearly subscription for a magazine. In spite of having paid the full sum you do not get the magazine regularly. Write a letter to the concerned person complaining about the same.
6. You are Sonali / Jyotishko, a resident of Pitampura. You wish to complain about a defective washing machine that you purchased from Messrs. Poredeal Ltd. Write a letter to the manufacturer complaining about the matter and seeking a replacement.
7. Write a letter to the Police Commissioner (Traffic) about the inadequate parking facilities in the commercial street area of Delhi, which is causing a lot of inconvenience

with the company in case the same is repeated in future.

SAMPLE LETTER - PLACING AN ORDER

As the Sports Instructor of APL Public School write a letter to your local dealer placing an order for certain sports goods.

APL Public School
X-20 Hauz Khas
New Delhi.

10 March 2019

The Manager
Kapoor & Sons
14th Yusuf Sarai
New Delhi

SUBJECT: PLACING AN ORDER FOR SPORTS GOODS

Sir

You have been our regular supplier for several years now and we would once again like to place an order for certain sports goods urgently needed by us for an interschool sports competition that will be held in our school. The goods must be delivered at our school office by the 20th of March as the event will be held on 1st April 2019.

The following is the list of items required by us. Kindly go through it and do the needful:

Serial no.	ITEM	QUANTITY	PRODUCT CODE I
1	Cricket Bats	10	22XZ
2	Cricket Balls	20	32XZ
3	Leg Guards	5 sets	SDLG i
4	Gloves	10 pairs (medium)	GLCR22

We would like the goods to be delivered in the school's estate office on any working day. In the last delivery certain goods had been damaged due to faulty packing. Kindly ensure that this is not repeated as damaged goods will not be accepted.

We would also like to avail the 30% discount which is being provided to all schools. Payment will be made by draft. We also send you an advance payment for Rs. 1000/- as agreed.

Yours faithfully

Sd/-

Xyz

Enclosed:

1. Letter of Authority signed by Principal
2. Bank Draft for Rs. 1000/-

QUESTIONS FOR PRACTICE

- 1) As the Warden of the school hostel place an order for replacement of certain cookery and cutlery items for the Hostel Dining Room. You also require some microwaves etc for the hostel.
- 2) You are impressed with the new range of refrigerators brought out by LG. Place an order for one of the latest models.
- 3) As the In-charge of the Stationery Shop of your School, place an order for some stationery items.
- 4) As the President of the school Editorial Board, place an order for some books on creative writing magazines and relevant CD's for the Ed Board Library.
- 5) You have just decided to order the complete volume of the World Book series from your shopkeeper. Write a letter placing an order for the same.
- 6) As the Head of the Computer Department of your school, write a letter to a shop dealing in computers placing an order for a number of computers, printers, scanners and other accessories needed by the school.
- 7) As the Administrative Officer of a firm, write a letter to a shop placing an order for office stationery needed by them.